

**Notice of Allowability**

Application No.

10/723,742

Applicant(s)

KUMAR ET AL.

Examiner

Gregory J. Vaughn

Art Unit

2178

**-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address--**

All claims being allowable, PROSECUTION ON THE MERITS IS (OR REMAINS) CLOSED in this application. If not included herewith (or previously mailed), a Notice of Allowance (PTOL-85) or other appropriate communication will be mailed in due course. **THIS NOTICE OF ALLOWABILITY IS NOT A GRANT OF PATENT RIGHTS.** This application is subject to withdrawal from issue at the initiative of the Office or upon petition by the applicant. See 37 CFR 1.313 and MPEP 1308.

1. ☒ This communication is responsive to the amendment filed 5/24/2007.
2. ☒ The allowed claim(s) is/are 1,3,4,7-13,15,16,19-25,27,28 and 31-39.
3. ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
  - a) ☐ All   b) ☐ Some\*   c) ☐ None   of the:
    1. ☐ Certified copies of the priority documents have been received.
    2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
    3. ☐ Copies of the certified copies of the priority documents have been received in this national stage application from the International Bureau (PCT Rule 17.2(a)).
  - \* Certified copies not received: \_\_\_\_\_.

Applicant has THREE MONTHS FROM THE "MAILING DATE" of this communication to file a reply complying with the requirements noted below. Failure to timely comply will result in ABANDONMENT of this application.  
**THIS THREE-MONTH PERIOD IS NOT EXTENDABLE.**

4. ☐ A SUBSTITUTE OATH OR DECLARATION must be submitted. Note the attached EXAMINER'S AMENDMENT or NOTICE OF INFORMAL PATENT APPLICATION (PTO-152) which gives reason(s) why the oath or declaration is deficient.
5. ☐ CORRECTED DRAWINGS ( as "replacement sheets") must be submitted.
  - (a) ☐ including changes required by the Notice of Draftsperson's Patent Drawing Review ( PTO-948) attached
    - 1) ☐ hereto or 2) ☐ to Paper No./Mail Date \_\_\_\_\_.
  - (b) ☐ including changes required by the attached Examiner's Amendment / Comment or in the Office action of Paper No./Mail Date \_\_\_\_\_.

Identifying indicia such as the application number (see 37 CFR 1.84(c)) should be written on the drawings in the front (not the back) of each sheet. Replacement sheet(s) should be labeled as such in the header according to 37 CFR 1.121(d).
6. ☐ DEPOSIT OF and/or INFORMATION about the deposit of BIOLOGICAL MATERIAL must be submitted. Note the attached Examiner's comment regarding REQUIREMENT FOR THE DEPOSIT OF BIOLOGICAL MATERIAL.

**Attachment(s)**

1. ☐ Notice of References Cited (PTO-892)
2. ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3. ☒ Information Disclosure Statements (PTO/SB/08),  
Paper No./Mail Date 5/24/2007
4. ☐ Examiner's Comment Regarding Requirement for Deposit  
of Biological Material
5. ☐ Notice of Informal Patent Application
6. ☐ Interview Summary (PTO-413),  
Paper No./Mail Date \_\_\_\_\_.
7. ☐ Examiner's Amendment/Comment
8. ☒ Examiner's Statement of Reasons for Allowance
9. ☐ Other \_\_\_\_\_.

## REASONS FOR ALLOWANCE

### *Action Background*

1. This action is responsive to the amendment filed on 5/24/2007.
2. Applicant has cancelled claims 6 and 18, and amended claims 1 and 13.
3. Claims 1, 3, 4, 7-13, 15, 16, 19-25, 27, 28 and 31-39 are pending in the case, claims 1, 13 and 25 are independent claims.
4. Acknowledgement is made to the applicant's submission of an Information Disclosure Statement, filed 5/24/2007.
5. The examiner's rejection of claims 1 and 13, made under 35 USC 102(e), as being unpatentable over Ohnishi, US Patent Publication 2003/0187876, in view of Zak et al., US patent 5,265,207 and in further view of Bornemisza-Wahr et al, US Patent 6,073,119, is withdrawn in view of the amendment to the claims.
6. The examiner's rejection of claims 3, 4, 7-12, 15, 16, 19-24 and 37-39, made under 35 USC 103(a), as being unpatentable over Ohnishi in view of Zak, in view of Wahr and in view of Corneille et al. US Patent Publication 2005/0075115, is withdrawn in view of the amendment to the claims.

***Reasons for Allowance***

7. The following is an examiner's statement of reasons for allowance:

**Regarding independent claims 1, 13 and 25**, the prior art of record neither anticipates nor suggests to a person of ordinary skill, at the time the invention was made, the claimed method, system or machine-readable medium for a customer interaction center agent system comprising an interface that includes a customer work area and a common message area, where the common message area displays a broadcast message from a supervisor, wherein the broadcast message is broadcast to multiple agents and automatically scrolls (i.e. moves) across the common message area; and the movement of the scrolling message can be paused by receiving input from a pointing device associated with the interaction center agent device, the input specifying a cursor location over the common message area, wherein the automatic scrolling action of the electronic broadcast message is paused upon receiving the input.

8. Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."
9. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Gregory J. Vaughn whose telephone

Art Unit: 2178

number is (571) 272-4131. The examiner can normally be reached Monday to Friday from 8:00 am to 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Stephen S. Hong can be reached at (571) 272-4124. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Gregory J. Vaughn/  
Patent Examiner  
June 6, 2007

  
STEPHEN HONG  
SUPERVISORY PATENT EXAMINER